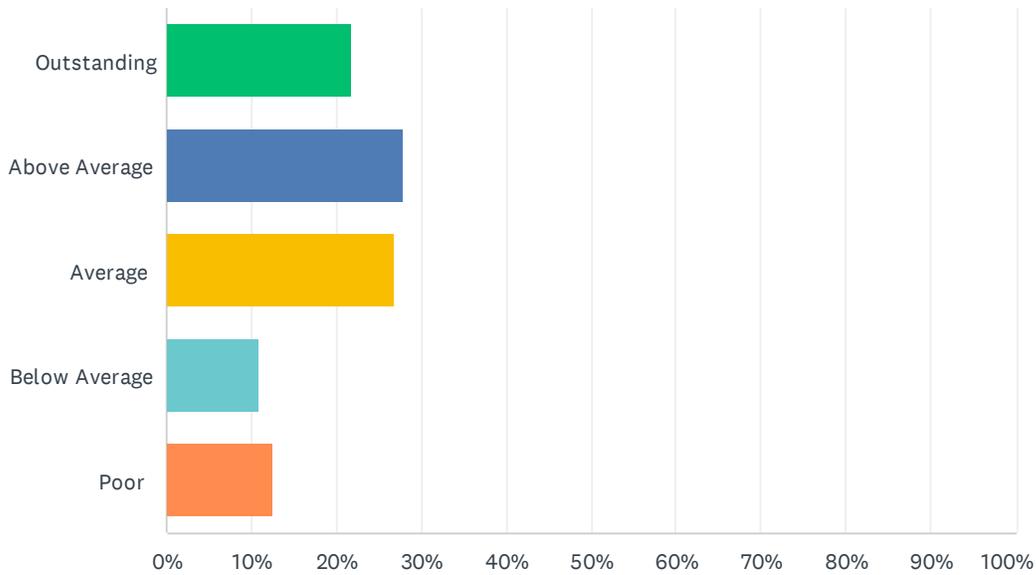


Q1 How would you rate your overall experience today?

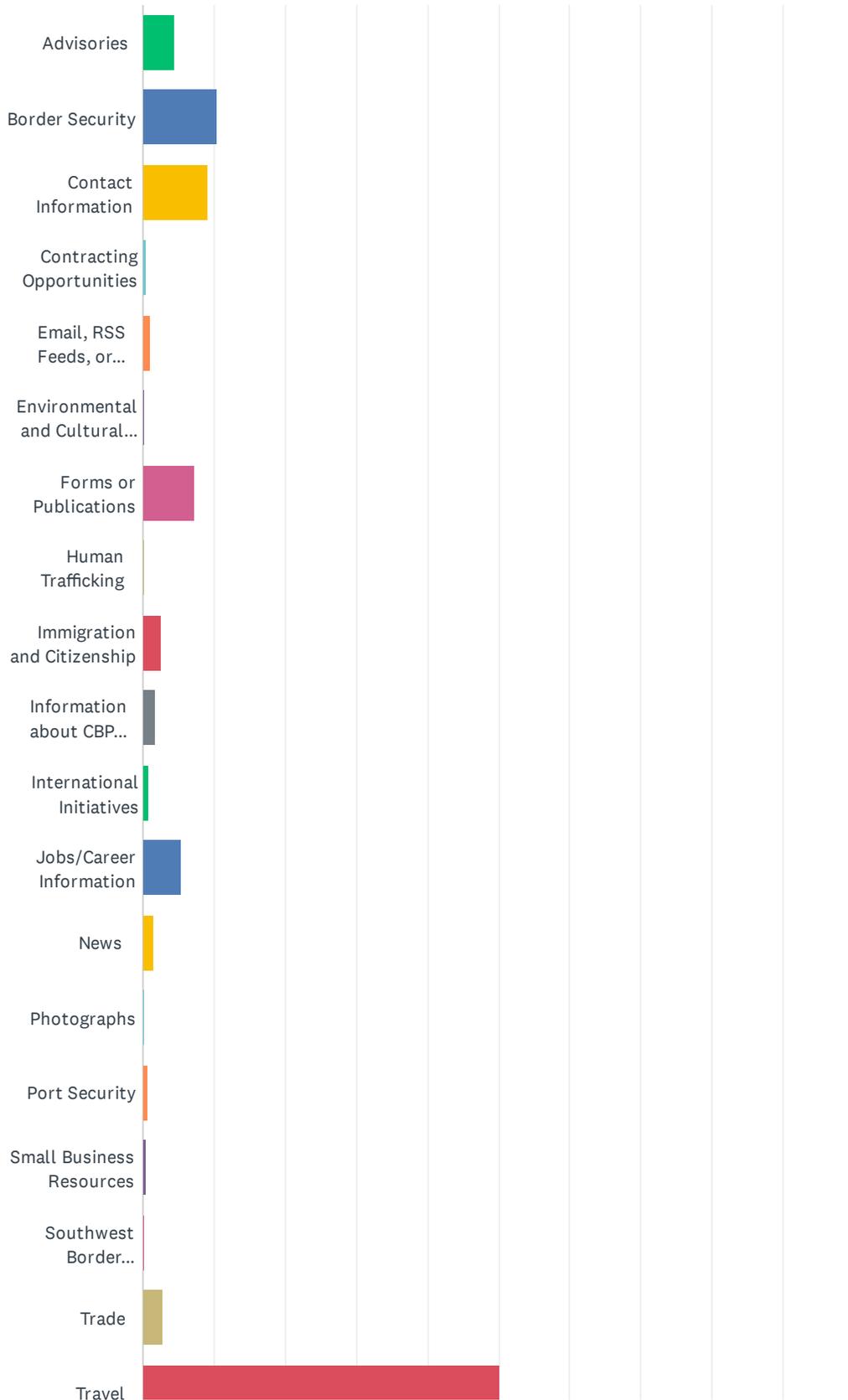
Answered: 2,142 Skipped: 0



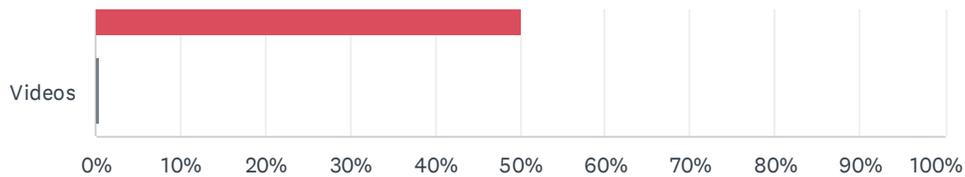
ANSWER CHOICES	RESPONSES	
Outstanding	21.76%	466
Above Average	27.87%	597
Average	26.94%	577
Below Average	10.78%	231
Poor	12.65%	271
TOTAL		2,142

Q2 What information were you looking for today?

Answered: 2,142 Skipped: 0



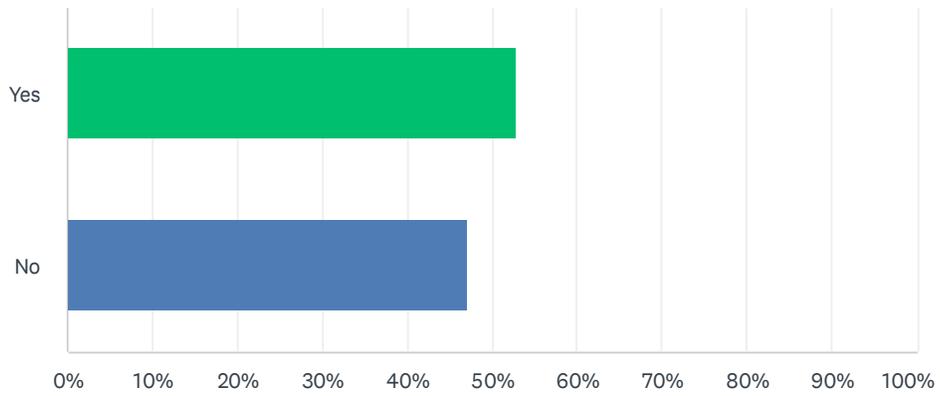
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.58%	98
Border Security	10.55%	226
Contact Information	9.10%	195
Contracting Opportunities	0.42%	9
Email, RSS Feeds, or Subscription Services	0.98%	21
Environmental and Cultural Stewardship	0.14%	3
Forms or Publications	7.33%	157
Human Trafficking	0.28%	6
Immigration and Citizenship	2.57%	55
Information about CBP (leadership, history, etc.)	1.73%	37
International Initiatives	0.93%	20
Jobs/Career Information	5.28%	113
News	1.45%	31
Photographs	0.19%	4
Port Security	0.56%	12
Small Business Resources	0.42%	9
Southwest Border Unaccompanied Alien Children/Family Unit	0.23%	5
Trade	2.75%	59
Travel	50.19%	1,075
Videos	0.33%	7
TOTAL		2,142

Q3 Were you able to complete the purpose of your visit?

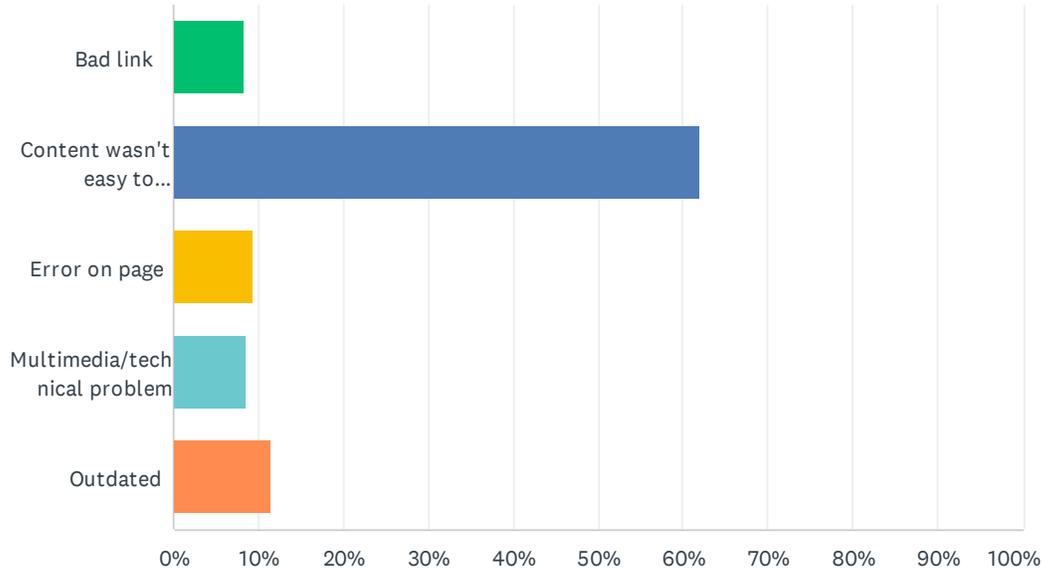
Answered: 2,142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.85%	1,132
No	47.15%	1,010
TOTAL		2,142

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

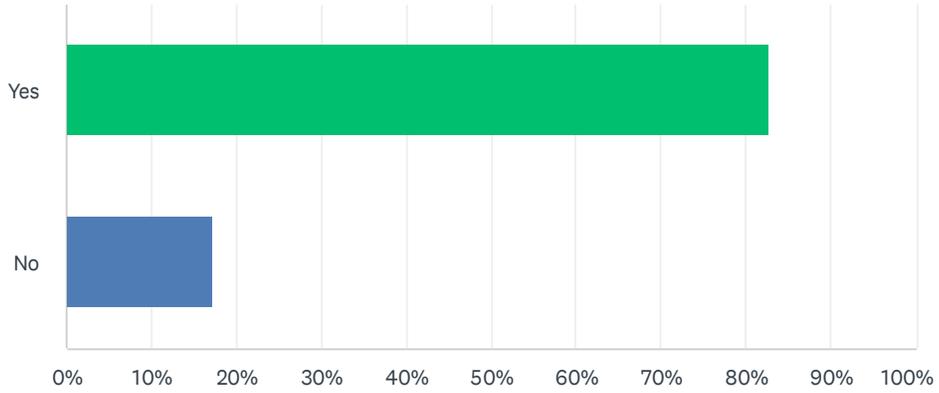
Answered: 1,009 Skipped: 1,133



ANSWER CHOICES	RESPONSES	
Bad link	8.33%	84
Content wasn't easy to understand	62.04%	626
Error on page	9.42%	95
Multimedia/technical problem	8.62%	87
Outdated	11.60%	117
TOTAL		1,009

Q5 Would you still return to this website if you could get this information or service from another source?

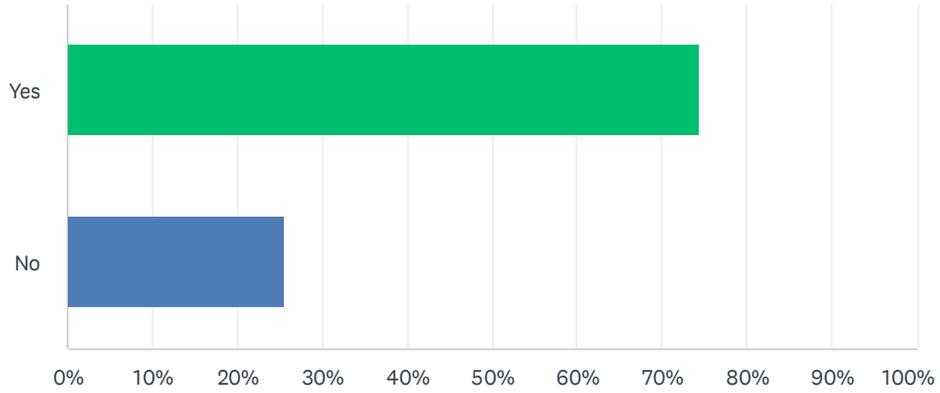
Answered: 2,142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.68%	1,771
No	17.32%	371
TOTAL		2,142

Q6 Will you recommend this website if you could get this information or service from another source?

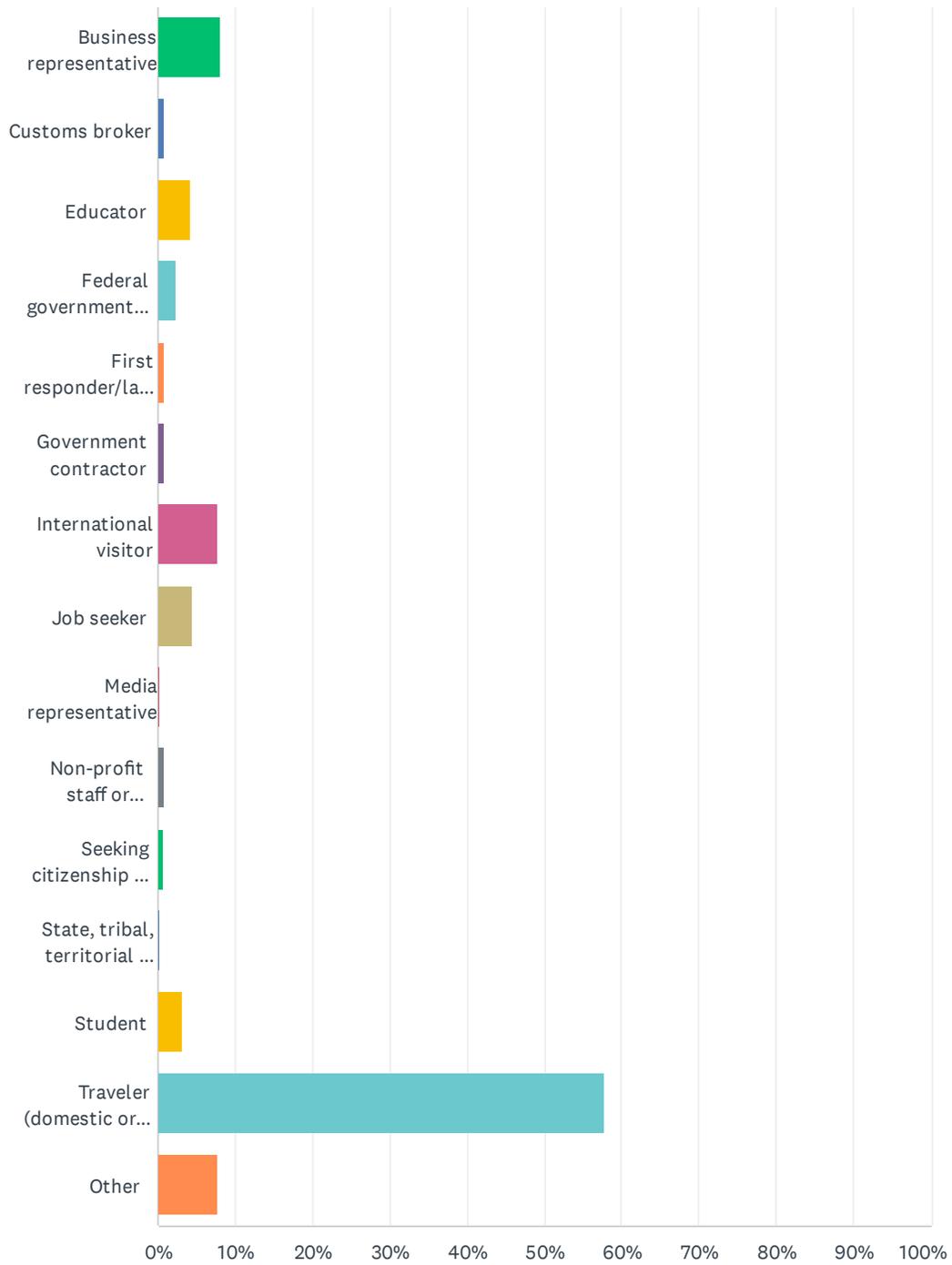
Answered: 2,142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.32%	1,592
No	25.68%	550
TOTAL		2,142

Q7 Which of the following best describes you?

Answered: 2,142 Skipped: 0

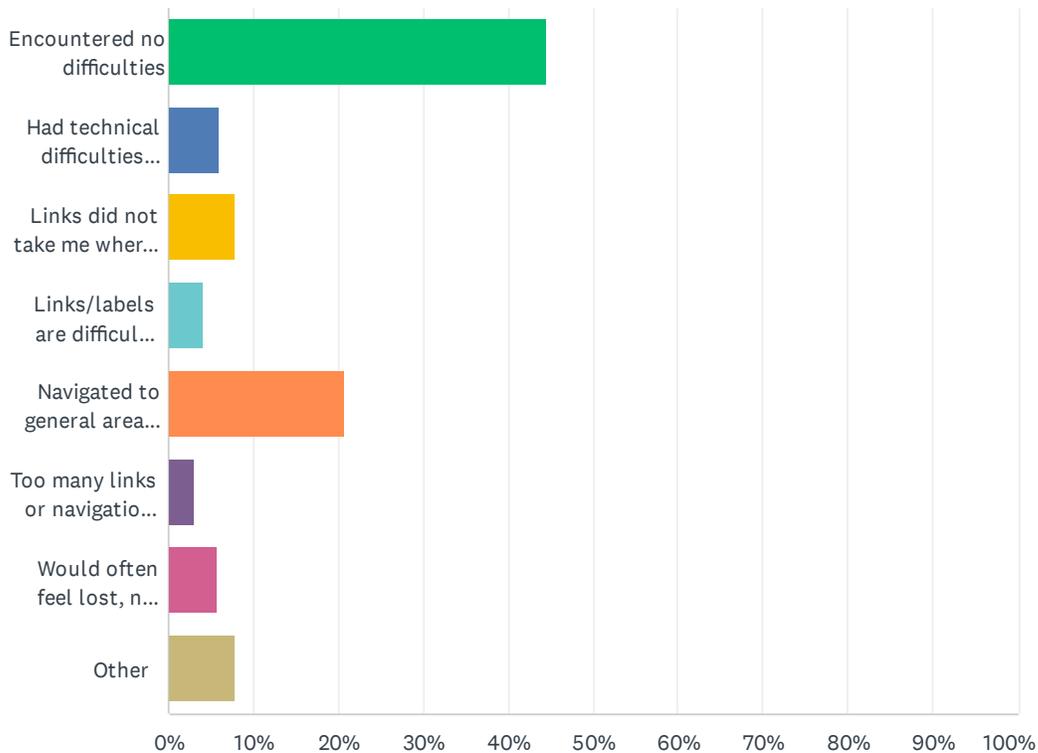


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.08%	173
Customs broker	0.89%	19
Educator	4.20%	90
Federal government employee	2.43%	52
First responder/law enforcement official	0.93%	20
Government contractor	0.84%	18
International visitor	7.75%	166
Job seeker	4.53%	97
Media representative	0.19%	4
Non-profit staff or volunteer	0.75%	16
Seeking citizenship or immigration information	0.65%	14
State, tribal, territorial or local government representative	0.14%	3
Student	3.17%	68
Traveler (domestic or international)	57.70%	1,236
Other	7.75%	166
TOTAL		2,142

Q8 Please describe your experience finding your way around today.

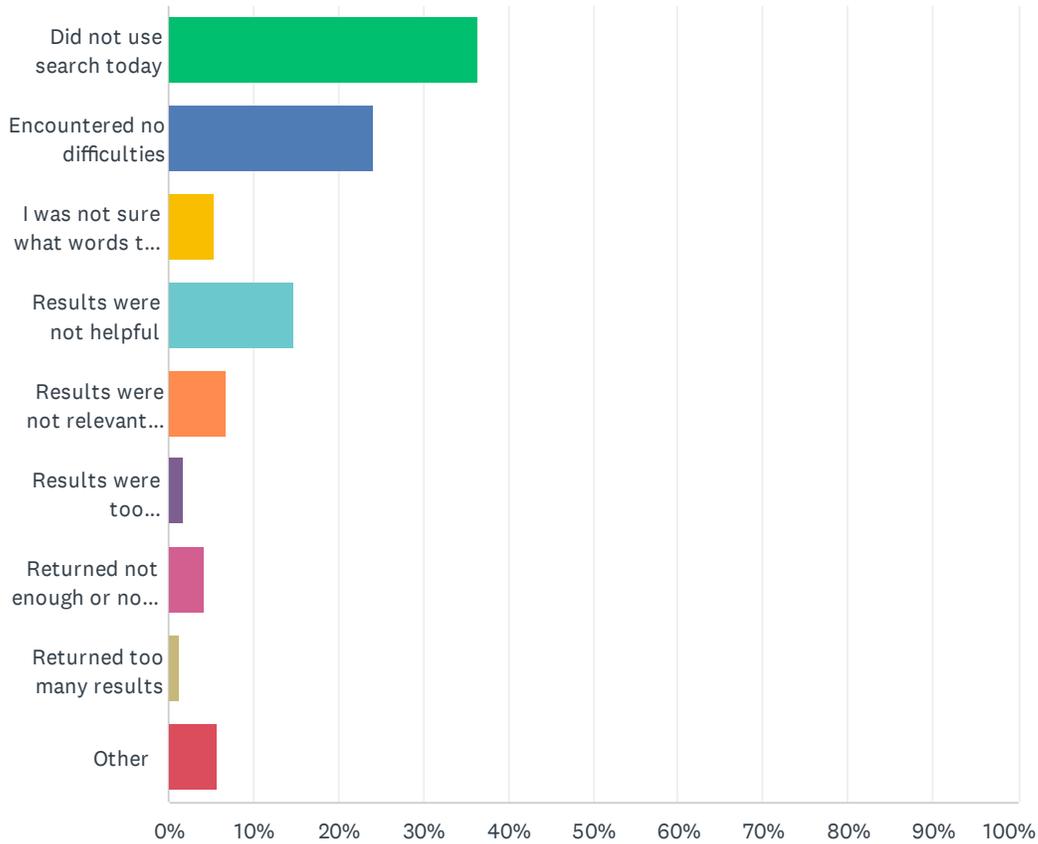
Answered: 2,142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.63%	956
Had technical difficulties (e.g. error messages, broken links)	5.93%	127
Links did not take me where I expected	7.98%	171
Links/labels are difficult to understand, they are not intuitive	3.97%	85
Navigated to general area but couldn't find the specific content needed	20.77%	445
Too many links or navigational choices	3.08%	66
Would often feel lost, not know where I was	5.79%	124
Other	7.84%	168
TOTAL		2,142

Q9 How was your experience using our site search?

Answered: 2,142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.37%	779
Encountered no difficulties	24.04%	515
I was not sure what words to use in my search	5.28%	113
Results were not helpful	14.66%	314
Results were not relevant to my search terms or needs	6.77%	145
Results were too similar/redundant	1.68%	36
Returned not enough or no results	4.30%	92
Returned too many results	1.21%	26
Other	5.70%	122
TOTAL		2,142